

Inter-Center Coordination (from page 16)

- Defining Processes for Obtaining Services from SCDS Field Centers;
- "Enterprise MOA" Status (*MOA for Management of NASA's Space Communications Network* [dated May 2002], currently under review among the NASA Enterprise Program Executives [PE]), including definition of CCWG activities;
- CCWG Roles, Responsibilities, and Future Activity;
- Need for bilateral inter-center Memorandums of Agreement (MOAs), Memorandums of Understanding (MOUs), or Letters of Agreement (LOAs); and
- Reciprocal Tracking Services with other world-wide service providers (including current NASA HQ Strategy).

Informally entitled the SCDS Customer Commitment Working Group (CCWG), the respective SCDS center customer commitment process owners and managers convene as necessary to analyze requests for services and/or support via NASA's SCDS resources. SCDS resource requirements are managed at the following NASA field center organizations:

- Dryden Flight Research Center (DFRC) - Program Manager, Western Aeronautical Test Range (WATR), Code M.
- Goddard Space Flight Center - Deputy Program Manager/Customer Commitment (Code 451), for Ground Network and Space Network support.
- Jet Propulsion Laboratory (JPL) - Deputy Manager, DSMS Plans & Commitments Program Office (Office 920), for Deep Space Network support.
- Marshall Space Flight Center (MSFC) - for NASA Integrated Services Network (NISN) (AD33) support.

The organizations above participate in the CCWG, with the following customer group representatives:

- Glenn Research Center (GRC) - Space Communications Office (Office 6100).
- Johnson Space Center (JSC) - Mission Operations Directorate (DA7).
- Kennedy Space Center (KSC) - Communications Services Branch (IT-D2).
- Marshall Space Flight Center (MSFC) - Ground Systems Department (FD40).

ATTENDEES AT THE FEBRUARY 2004 CCWG

included Joseph M. Aquino of JSC's Mission Operations Directorate/DA7; James A. Bangerter of GSFC's Customer Commitment Office, Code 451; Robert N. Bradford of MSFC's Ground Systems Department/FD40; Gene L. Breazier of NISN/UNITeS (DFRC/JPL Representative); James A. Costrell of NASA HQ's Office of Space Flight (Space Communications)/M-3; Joe A. Finney of MSFC's NISN Customer Service (UNITeS); John E. Grassel of GSFC's NENS Customer Service (HTSI); Jewel R. Hervey of JSC's Mission Operations Directorate/DA7; Reginald K. Hunt of GSFC's Space Communications Program (PAAC-II/SGT Inc.); Jerry C. McKee and Jan E. Minniear of DFRC's WATR/Code F; Elizabeth G. (Beth) Paschall of MSFC's NISN Project Office/AD33; Larry J. Schilling of DFRC/Director of Research Systems Directorate/Code F; Gary L. Spradlin of JPL's DSMS Plans & Commitment Program Office/920; and Kerry P. Webb of MSFC's UNITeS organization.

The primary role of the CCWG is to coordinate and report on NASA's SCDS center activities related to mission planning, requirements analysis, feasibility assessments, cost estimates, and loading studies. Based on the information it receives from the technical assessments of the service/support requests, the CCWG:

- Establishes the customer's primary interface for service/support through the "Lead Center."
- Enables initial technical/feasibility analysis and cost estimates.
- Provides early identification of requests for unique or expanded services.
- Advises and assists SCDS management personnel in the preparation and maintenance of the SCDS Mission Set, for approval by respective NASA Enterprise PEs.
- Ensures requirements are documented agency-wide.
- Provides feedback to NASA Headquarters' Space Communications Coordination and Integration Board (SCCIB) on the interfaces among the networks, contractors, and field centers.

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